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ABSTRACT

This guide identifies sources of funding for purchasing assistive technology for people with disabilities. It outlines eligibility requirements, specifies which devices can be obtained from which sources of funding, and discusses how to effectively approach the funding process. It begins by defining assistive technology categories, describing the Utah Assistive Technology Program, and identifying types of Utah funding sources. Steps in applying for funding are detailed, and the appeals process is explained. A directory of Utah funding agencies is then presented, including: Blue Cross/Blue Shield, Division of Services for People with Disabilities, Division of Aging and Adult Services, Utah Easter Seal Society, Department of Health, Independent Living Program, Medicaid, Medicare, Muscular Dystrophy Association, Special Education, United Cerebral Palsy Association, Vocational Rehabilitation Services, and Industrial Commission of Utah. For each agency, the following information is provided: contact person; address and telephone number; eligibility criteria; appeals process; unique considerations; and areas of coverage (such as ambulation, seating and posturing, bedroom aids, and communication). (JDD)

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Funding for Assistive Technology

A Guide and Directory for Utah

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Utah Assistive
Technology Program
A University Affiliated Program

Funding for Assistive Technology

A Guide and Directory for Utah

Marilyn Hammond, M.S.
Public Awareness Specialist

Clarice Jentzsch
Publications Specialist

Troy Justesen
I & R Manager

Daryl McCarty, Ed.D.
Policy Specialist

Marvin Fifield, Ed.D.
Program Director

Utah Assistive
Technology Program
A University Affiliated Program

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Funding for Assistive Technology: A Guide
and Directory for Utah

By-Hammond, M., Jentzsch, C., Justesen, T.,
McCarty, D., & Fifield, M.

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Editorial and Design Staff

Clarice Jentzsch, Editor
Todd Newman, Photographer
Angela Rasmusson

Technical Consultants

Ron Thorkildsen, Ph.D.
Martell Menlove, M.Ed.
Mary Covington
Helen Roth, M.A.

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Utah Assistive Technology Program
Center for Persons with Disabilities
Utah State University
Logan, Utah 84322-6855
(801) 750-2096

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Introduction

Nearly 80,000 people with disabilities that range from moderate to severe live in Utah. Virtually all people with disabilities can benefit or have already benefited from technological advances. Technology that is used to improve functional capabilities of people with disabilities is referred to as "assistive technology" and can range from a cane to a motorized wheelchair, from a hand-held calculator to a computer.

Advances in assistive technology have occurred so rapidly during the last 15 years that it has become difficult to find current information on what devices are available, where they can be obtained, how they are used, and how they can be purchased. The Technology-Related Assistance for Individuals with Disabilities Act was passed in 1988 to help consumers find information and obtain assistive technology devices and services. Funding from the "Tech Act" allowed states to plan, coordinate, and develop state-wide consumer responsive information and training systems and services designed to meet the assistive technology needs of individuals with disabilities. Assistive technology can help maintain independence, increase productivity, and add choices and dignity to the lives of people with disabilities.

The most crucial barrier: Funding

There is little doubt that the single most crucial barrier in obtaining assistive technology is the availability of funding. State service systems like the Departments of Health, Public Education, Vocational Rehabilitation, and Social Services were established years before most of today's technology was ever developed. Consequently, providing people with assistive technology was not part of their programs.

Regulations seldom mention assistive technology. The services that are provided do not include assistive technology, and staff in many service agencies may have little familiarity with the benefits of what is available and knowledge of how it can be obtained. Only in the last few years has this been changing. The transition has brought its own set of problems such as uncertainty in what should or should not be paid for, new definitions of eligibility, and changing regulations.

How this guide can help

The information presented in this guide is designed to help people with disabilities, families, advocates, and providers identify sources of funding for purchasing assistive technology. This guide outlines the eligibility requirements that apply at this time, which devices can be obtained from various

sources of funding, and how to effectively approach the funding process. This guide should not only make the funding maze easier to unravel, but more importantly, it should ensure that consumers successfully acquire the assistive technology devices or services they need.

Mobility is easier for Jimmy with the help of a walker. Walkers and wheelchairs fall under the "Mobility" category of assistive technology.

Assistive Technology

Assistive Technology Categories

Assistive technology refers to any type of device or service that is used to increase, maintain, or improve functional capabilities of people with disabilities. Assistive technology is more than just a device; it also includes evaluation, fitting, adapting, training, maintenance and repair. For the purposes of this guide, assistive technology is classified into the following broad categories:

- Ambulation: Devices that aid walking, including canes, crutches and walkers.
- Mobility: Devices that increase mobility, including all types of wheelchairs, transfer aids, three-wheel scooters, and patient lifts.
- Seating and posturing: Devices and services that include modifications to wheelchairs or other seating systems to provide greater stability, trunk/head support, upright posture and skin surface pressure reduction.
- Bedroom Aids: Devices that make bedroom functioning easier, including manual and electric beds, side rails and transfer equipment.
- Environment: Devices that improve or control the environment, including air cleaners, appliance adapters, electronic aids, personal alert alarms or security systems in both the home and work environment.
- Architectural Modifications: Structural adaptations that remove or reduce physical barriers, fabrications in the home, worksite or other areas, including ramps, lifts, bathroom changes.
- Communication: Electronic and non-electronic devices that provide a means for communication, including hearing aids, low vision aids, communication boards, and computer technology.
- Transportation: Adaptive driving aids, hand controls, car top carriers, modified vans or other motor vehicles used for personal transportation.
- Recreation: Aids or adaptations to sports equipment that enable people with disabilities to participate in recreational activities.
- Educational/Vocational Aids: Equipment that enables people with disabilities to complete school or work-related activities. This includes computer software or systems that enable persons with disabilities to use a computer and/or other job modifications.

- Aids to Daily Living: This includes self-help aids for use in activities such as cooking, eating, bathing, dressing, toileting and home maintenance.

The Utah Assistive Technology Program

Utah Access Network

1-800-333-UTAH

Information about assistive technology devices and services can be obtained through the Utah Access Network. The Network provides specific information on used and new equipment and on available services. It also helps locate possible funding sources for assistive technology.

Above: The phone number for the Utah Access Network.

Right: Margaret has access to her classes at school through the use of a ramp.

The mission of the Utah Assistive Technology Program is to increase the availability, use and maintenance of assistive technology for people of all ages with all types of disabilities. Assistive technology can help them enrich their lives, gain independence, increase productivity and pursue opportunities to the fullest extent of their abilities. To do this, the Utah Assistive Technology Program has focused on providing information to consumers and providers about assistive technology, including where and how it can be obtained and financed. Project staff are working with state service systems to change regulations and procedures and increase staff expertise to improve the likelihood that persons with disabilities can obtain and maintain the technology they need.

One of the primary purposes of the Utah Assistive Technology Program is to expand the sources of funding and reduce the barriers in obtaining funding for the purchase and maintenance of assistive technology. The purpose of this Funding Guide is to help readers better understand which assistive technology

devices and services they can expect to be funded from service programs. The guide includes eligibility requirements and ways of enhancing the probability that applications for assistive technology will be approved for funding so that consumers will receive the assistive technology they want and need.

Possible Funding Sources in Utah

Medicaid and Medicare

Perhaps the largest source of public funding to assist persons with disabilities is Medicaid and Medicare. Even though the regulations of these programs do not mention assistive technology, certain assistive devices can be purchased through these programs. Medicaid and Medicare consider assistive technology to be "durable medical equipment" (DME). DME has the following general criteria: "Can stand repeated use, primarily and customarily used to serve a medical purpose, generally not useful in the absence of illness or injury and appropriate for use in the patients home."

Medicaid and Medicare are most likely to cover durable medical equipment. Devices that are considered essential, such as basic primary medical equipment, including manual wheelchairs, and supplies and services such as oxygen, are covered. Items such as communication devices have been covered when medical necessity is established, such as when children cannot communicate

Helen has lowered her counter tops and cupboards and has modified her drawers to make kitchen functioning easier.

their medical needs to their physician or emergency personnel without it. It is important to note that medical terminology such as "speech prosthesis" and "patient" rather than "client" or "student" should be used in the application. A physician's prescription usually is required for funding.

The regulations of Medicaid and Medicare vary between states. Even though Federal code includes provision for payment of electric wheelchairs, in Utah electric wheelchairs are rarely covered by Medicaid. Reasons given for not covering electric wheelchairs in Utah are that they are seen as a "convenience item" and incur "excessive expense." Medicaid also will not cover any device or service unless medical necessity is demonstrated. Computers are usually considered educational devices and are not considered for medical purposes.

Most daily living items such as bathroom lifts are usually denied as "non-essential." Daily living items and those that assist with an individual's care are hard to define and do not have the Medicaid codes required for funding. Medicaid and Medicare list specifically what items are covered. If an assistive device does not fit in one of the predetermined, fixed codes it will most likely not be funded. This is often a problem since there are not specific codes for many assistive devices. Under Medicaid, equipment cannot be customized, and used equipment is not funded. Medicaid requires prior authorization on most items, whereas Medicare will usually not give prior authorization. The consumer must purchase the item first and then submit the bill before a determination is made by Medicare.

Above: An adapted tricycle makes it possible for Skylor to enjoy riding with his friends.

Right: A three-wheel scooter allows Diane to participate in daily living activities.

Insurance

Insurance companies usually have similar guidelines to Medicaid and Medicare for durable medical equipment. Insurance companies are most likely to cover durable medical equipment; however, more flexibility is possible than with Medicaid or Medicare because a medical examiner will look at unusual situations and make a determination. Medical necessity should be justified, a physician's prescription should be included, and medical terminology should be used in insurance applications for funding.

Special Education

Special Education programs provide some funding for those children who are receiving special education to address their educational needs. A student's need for assistive technology must be considered on a case-by-case basis in connection with the development of the child's individualized education program (IEP) or individualized family service plan (IFSP). The IEP/IFSP team may determine that assistive technology is needed in special education as a related service or as supplementary to the regular classroom. If determined to be necessary for the student to receive a free appropriate public education, assistive technology devices and services including evaluation, fitting, adapting, training, maintenance and repair, must be provided by the school at no expense to the student's family.

Children's Special Health Services

Children's Special Health Services provides evaluations and health services to qualified children with disabilities and provides a limited amount of funding for a variety of items. Because of budget constraints, Children's Special Health Services has not authorized payment for wheelchairs, infusion pumps, ventilators, apnea monitors, communication boards or experimental items.

Vocational Rehabilitation

Vocational Rehabilitation Services purchases equipment that can be shown to be necessary for vocational training or job placement. Vocational Rehabilitation Services is not likely to purchase equipment not directly related to a client's success in a vocational training program or job.

Independent Living Programs

Independent Living Programs pay for devices that allow a consumer to become independent or maintain independence but is least likely to fund physical restoration services and devices like physical therapy, prosthetics or surgery.

Unfilled Requests

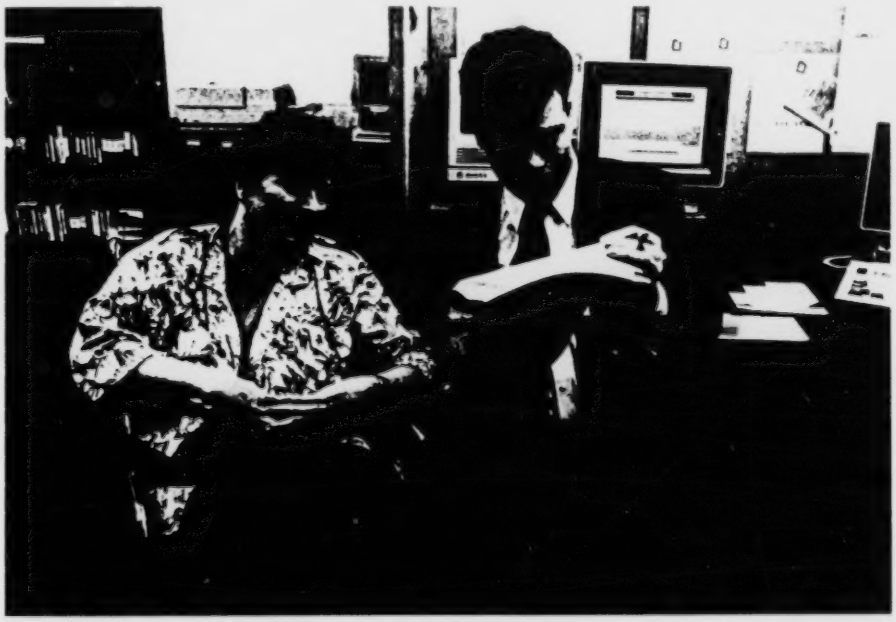
Because of budget constraints, State service programs often restrict the types of devices they will pay for and have rather stringent eligibility criteria. These techniques are used for cost containment and to ensure that the devices that are purchased are consistent with the purpose of the organization. Perhaps the most common reason for a request to purchase assistive technology being denied is due to insufficient funds. Funding has not been able to keep pace with rapid advances in technology, nor is there a system to identify pieces of equipment that are no longer useful. It is sometimes more difficult for funding sources to perceive the benefits or potential benefits of how the requested device will help a person with a severe disability. It is the consumer or the provider requesting the device that must be ready to supply the information on benefits to be derived from assistive technology.

Device	Denials Each Year
Wheelchairs	500
Augmentative Communication Devices	200
Ramps	300
Lifts	25
Aids to independent living	250

Above: The estimated number of denials per year for selected devices.

Increasing Funding Awareness

Increasing awareness is important for positively impacting the number of unfilled requests for funding. Consumers and providers should educate various agency personnel about community services and other programs that are available. Also, they should help insurance companies and other funding



Right: Suzie and Troy, an Assistive Technology Coordinator, work together to fill out an application for a wheelchair.

sources understand the need for assistive technology devices and services. But awareness of programs does not help if money is not available to provide the devices or services. Lack of money in either governmental or non-governmental organizations to purchase and provide equipment and devices is an ongoing problem. Utah has formed the Legislative Coalition for People with Disabilities at (801) 531-0522 to help with this problem. You can help by lobbying the legislature so that state legislators understand the value of and need for assistive technology.

Application Steps

Often, requests for funding are denied because of a lack of information or necessary documents in the original application. Following are four steps that can help increase the probability of receiving approval for your request.

1. Determine the best possible funding agency. The best agency for funding is determined by each person's specific need, age, financial status, and disability. Each agency specifies what devices are funded. To qualify for eligibility for many agencies such as Medicaid, Vocational Rehabilitation, Special Education, Independent Living, Social Security Insurance and Medicare, the disability must impact a major life activity such as walking, working or communicating.

Some agencies only serve individuals diagnosed with specific disabilities. For example, the Muscular Dystrophy Association helps those individuals diagnosed with Muscular Dystrophy. Some agencies only fund needs for children, and some only fund needs for the elderly. Each person must determine the agency that will most likely cover his or her disability and assistive technology need. More than one funding source should be identified in case the first-choice agency denies funding.

2. Use the right phrases and words that justify medical necessity and/or essential need to get approval. Terminology can make the difference between success and failure. Proof of medical necessity must be in the request for Medicaid and most insurances. Vocational Rehabilitation Counselors must be convinced a particular device will make a person with a disability employable. For special education, the justification should provide evidence that a device or service would enable a child to be placed in a regular classroom environment or that a child needs the services to benefit from special education.

The funding source must fully understand the device with the justification clearly documented. Letters should use specific policy language for medical necessity. Also, include letters that justify medical necessity from as many

sources as possible - doctors, therapists, teachers, etc. Descriptive literature on the device may also be helpful. Photographs and videotapes of the client are also a good idea.

Never call first with a funding request. It is more difficult to undo a denial than to get approval. But if your application is denied, don't get discouraged: You can apply for funding from a different agency and/or file an appeal with the agency that denied funding.

3. File an appeal with the appropriate agency. If your original request for funding is denied, do not give up hope of receiving funding. Consumers should specifically question why their request for funding was denied. Find out if the denial was based on Federal or State law, insurance policy language, or simply local common practices or custom. States must comply with Federal law; State policies can be expanded through advocacy, and current practices can usually be changed through the director or supervisor.

Application Steps

1. Determine the best funding agency.
2. Compile the necessary documents and apply.
3. File an appeal if funding is denied.
4. Be aware of other funding sources.

Ask for a written statement of denial, including the specific reference in law, regulation or the insurance policy provision the denial is based on. Get a copy of the law, regulation or policy Consumers should get a copy of the insurance policy to determine if the denial is based on written insurance policy. If the policy is not in writing, ask the head person to describe the practice in writing for your records.

Determine if the request is denied because of lack of funds or lack of information. Submit any additional information directly to the person handling your case. If necessary, go through the appeals process. In Utah, the State

Above: The sequence of steps in applying for assistive technology.

Right: Brian reads the daily newspaper on a print enlarger.

Attorney General's Office has an Assistant Attorney General who works specifically with human services cases. It may be helpful to talk with the Chief Executive Officer of the insurance company and also to the State Insurance Commission to resolve difficulties.

4. Be aware of other funding sources. Even if your original request for funding is denied, other agencies might be able to provide funding. File another funding application with a different agency. Possible sources include Independent Living Centers, Easter Seals, Division of Social Services, United Cerebral Palsy, Muscular Dystrophy, a religious group the person with the disability is affiliated with, and donations from companies, corporations, or service clubs.

Trying to obtain funding for assistive technology can be an overwhelming task because of the amount of paperwork and procedures that must be used and followed. It also can be confusing because each agency has unique funding criteria. The next section contains a list of major funding sources and the types of services those agencies provide. The checklist on the next page will help define which agency offers funding for specific age groups. Once possible funding agencies are determined, contact that agency for specific eligibility requirements and application forms. Some addresses and phone numbers can be obtained in the directory, the last half of this Funding Guide. If you cannot find a particular agency in the back of this guide, look for that agency in your local telephone book. If you have trouble finding the information you are looking for, contact the Utah Access Network at 1-800-333-UTAH.

Sue uses an IBM PhoneCommunicator on her computer at work to make and receive telephone calls.

Major Funding Sources

Medicare: Federal program responsible for purchasing medically necessary products and services for eligible beneficiaries

Medicaid: Federal/State program intended to meet basic health care needs of people with low incomes

Vocational Rehabilitation: Federal/State program that provides vocational, independent living, supported employment services for citizens with disabilities

Special Education: Federal law requires that all children with disabilities receive a free appropriate education. Special education services are available on the basis of need

Private Insurance Companies: Health insurance, liability insurance, long-term disability insurance, no-fault automobile insurance

Workers' Compensation: Employers insurance required by law to cover employee injuries or accidents

Veterans Administration: Federal agency provides medical assistance and some devices to service men and women

Independent Living Centers: Non-profit organization that provides support, evaluation, services, and devices

Division of Services for People with Disabilities: State agency that provides primarily residential support services, training programs, and personal assistance services

Children's Special Health Services: State agency that provides evaluation and health services to children with disabilities

Utah Easter Seal Society: Charitable organization that provides services to all disabilities, all ages, statewide

March of Dimes: Charitable organization that assists people with polio and birth defects

United Cerebral Palsy Association: Non-profit organization that provides services to persons with cerebral palsy

Muscular Dystrophy Association: Non-profit organization established for medical research, which provides assistance to families and persons with muscular dystrophy

Service Clubs: Local civic organizations such as Lions, Kiwanis, Elks & Rotary Clubs

State Library for the Blind and Physically Handicapped: National/State program provides free services to adults unable to read or use standard printed material

Utah Early Intervention Program: Federal/State program for children from birth to age 3 with developmental delays

Chapter I: Federal/State program for disadvantaged children administered through the school system

Head Start: Federal/State program for disadvantaged preschool children and families that meet qualification guidelines

Services for the Visually Impaired: Federal/State program administered through the State Division of Rehabilitation Services

Services for the Deaf and Hearing Impaired: Federal/State program administered through the State Division of Rehabilitation Services.

State School for the Deaf and Blind: State sponsored school for students who are deaf, blind, or visually impaired

Supported Employment: Federal/State program administered by the Division of Services for People with Disabilities providing employment opportunities for individuals with disabilities

Job Training Partnership Act (JTPA): Federal/State program administered through the State Office of Education designed to provide training opportunities for disadvantaged students and students with disabilities.

Division of Aging and Adult Services: Federal/State program designed to meet the needs of the elderly

Social Security Insurance (SSI): Federal social assistance program that assists those individuals who are not working for various reasons

Social Security Disability Insurance (SSDI): Federal social assistance program that provides funds for individuals who have a disability that prevents them from working

Possible Funding Sources for Individuals with Disabilities in Utah

Pre-School Age	School-Age	Working-Age	Elderly Persons
• Medicaid	• Medicaid	• Medicaid	• Medicaid
• Children's Special Health Services	• Children's Special Health Services	• Medicare	• Medicare
• Utah Early Intervention Program	• Special Education	• Vocational Rehabilitation	• Independent Living
• Special Education	• Chapter I	• Supported Employment	• SSI
• Chapter I	• Vocational Rehabilitation	• Job Training Partnership Act (JTPA)	• SSDI
• Head Start	• Supported Employment	• Division of Services for	• Division of Aging and Adult Services
• Independent Living	• Job Training Partnership	• Persons with Disabilities	• Division of Services for Persons with Disabilities
•School for the Blind and Visually Impaired	• Independent Living	• Division of Services for the Blind and Visually Impaired	• Divison of Services for the Blind and Visually Impaired
• State School for the Deaf and Hearing-Impaired	• Division of Services for the Visually Impaired	• Service Clubs	• Services for the Deaf and Hearing Impaired
• Private Insurance	• State School for the Deaf and Hearing Impaired	• Services for the Deaf and Hearing Impaired	• Veteran's Administration
• United Cerebral Palsy Association	• Private Insurance	• Independent Living	• United Cerebral Palsy Association
• Utah Easter Seal Society	• United Cerebral Palsy Association	• Veteran's Administration	• Utah Easter Seal Society
• Muscular Dystrophy Association	• Utah Easter Seal Society	• Workers' Compensation	• Muscular Dystrophy Association
• Private Funds	• Muscular Dystrophy Association	• Utah Easter Seal Society	• Private Insurance
• Service Clubs	• Private Funds	• Muscular Dystrophy Association	• Private Funds
• Fraternal Organizations	• Service Clubs	• United Cerebral Palsy Association	• Service Clubs
	• Fraternal Organizations	• Utah Easter Seal Society	• Fraternal Organizations
		• Private Funds	
		• Fraternal Organizations	
		• SSI	
		• SSDI	

The Appeals Process

Filing Appeals

If a request for assistance is denied, it is important to know that consumers have a right to file an appeal with most agencies. The following section lists possible funding sources, their addresses and/or phone numbers and briefly denotes each agency's process for appeal. Because agencies vary regarding the time allowed following a decision to file an appeal, contact the appropriate agency immediately for specific information on its appeals process.

Medicaid

Rights of Appeal - Reconsideration: Within twenty (20) days after the date of the final agency action is issued you may file a written request for reconsideration by mailing your request to the following:

Division of Health Care Financing, Director
P.O. Box 16580
Salt Lake City, Utah 84116-0580.
Telephone: (801) 538-6155 (SLC) or toll free 1-800-662-9651

You MUST by law include specific reasons in order for your request to be considered (Utah Code Section 63-466-13). Court of Appeals: Within thirty (30) days after the date of the final agency action OR denial of reconsideration, you may file a petition with the Utah State Court of Appeals. The original petition goes to:

Court of Appeals
230 South 500 East
Salt Lake City, Utah 84102
Telephone: (801) 533-6800

You MUST serve a copy of your petition to the Director of Health Care Financing. It may be mailed to P.O. Box 16580, SLC, UT 84116-0580. It MUST state the specific reasons for the appeal (Utah Code Sections 63-466-14(3) and 63-46b -16, 17 & 18).

Special Education

The student's Individual Education Program (IEP) team, including the local school principal, should be contacted. If satisfaction is not reached at this level, the local school district Director of Special Education should be contacted. The next step is to contact the local school district Superintendent. Consult your local telephone book for school district numbers.

Insurance

The first step is to review the grievance procedure outlined in your insurance policy. After following this procedure, if you still feel you have been treated unfairly, you can contact:

Utah State Department of Insurance
Consumer Services Division
3110 State Office Building
Salt Lake City, Utah 84114
Telephone: (801) 538-3805

Utah State Office of Rehabilitation

Vocational Rehabilitation and Independent Living Services

An appeals process is available to remedy dissatisfaction with decisions made regarding application, eligibility or provisions of services for consumers of Vocational Rehabilitation (VR) and Independent Living Services (IL).

A consumer should first seek recourse through the VR or IL counselor, then the Vocational Rehabilitation and Independent Living Program Directors. If satisfaction is not reached at either level, the decision can then be appealed through the Client Assistance Program (CAP).

If the appeals process ultimately results in a Fair Hearing, the appeal will be heard by an independent hearing officer without ties to VR, IL, or CAP. Information about the appeals process will be given at the time of application and at any other time, if needed.

A appointment can be scheduled with your counselor to discuss any problems or grievance. If dissatisfied with the efforts of your counselor, a request can be filed for a supervisory review of your case.

You may also contact CAP if you are not satisfied with the vocational or independent living program services you are receiving. Assistance in understanding your rights as a VR or IL consumer is available through:

The Client Assistance Program
455 East 400 South, Suite 200
Salt Lake City, Utah 84111
(801) 363-1347 (voice or TDD) or
1-800-662-9080

Department of Health

Any decision made by an employee of the Family Health Services Division can be appealed to that employee's immediate supervisor, up to the Division Director. In order to begin the appeals procedure an individual may:

1. Contact the Family Health Services Division employee with whom the individual has been working,

2. Contact the employee's immediate supervisor, or

3. Contact the Assistant Director of the Family Health Services Division for assistance at (801) 538-6161.

It is the responsibility of every employee of the Family Health Services Division to assist any consumer or anyone affected by a decision in the appeal. All appeals should be in writing. If an individual wishes, he or she may take the appeal immediately to any level including Bureau Director or the Division Director.

If the individual is not satisfied with the decision rendered, the appeal may be made directly to the Director of the Department of Health at the following address:

288 North 1460 West
Salt Lake City, Utah 84116
(801) 538-6111

Industrial Commission

(Workers' Compensation)

Hearings: If you have a problem that cannot be resolved with your employer or the insurance company, you may request a hearing.

Forms that initiate a hearing can be obtained from:

The Industrial Commission
P.O. Box 510250
160 East 300 South
Salt Lake City, Utah 84151-0250
Telephone: (801) 530-6800

At the hearing, you and/or your attorney will present your side of the story. Upon the basis of all available evidence, a legal decision will be made by the Industrial Commission. Either party may appeal the decision to the Utah Court of Appeals. It is recommended that if you apply for a hearing, you should

consider being represented by an attorney whose fees will be paid out of the award that might be granted.

Department of Human Services

Division of Services for People with Disabilities

An individual must request a hearing within 30 days of the effective date of the action being appealed. The request for a hearing must be received within 10 days of the notice if services are to be continued during the hearing process. The Office of Social Services (OSS) worker should be contacted.

In order to provide equal opportunity and to ensure due process, a person with a disability has the right to proper notice to present grievances or to resolve questions about eligibility through a hearing. An informal process should first be utilized by the person with the disability and other interested parties, but the individual has the right to a hearing before the Department of Human Services hearing examiner if the action cannot be resolved informally at the Regional or Division level.

A. Informal Process

The OSS staff (the individual's case manager) will do the following:

1. Explain the regulations on which the action is based and attempt to resolve the disagreement.
2. Suggest the problem be discussed with the OSS Regional Supervisor, Associate Director or Regional Director. If the individual is not satisfied with the associate director or regional director, the individual may request a review by the division director.
3. Give the individual a Form 490-S (a Hearing Request) if the individual is not satisfied with the action after the regional director or division director meets with the individual or if, at any time, the individual insists on a hearing.

B. Formal Process

A form 490-S (obtained from the individual's OSS Case Manager) must be filed within 90 days* of a Department decision on action. Mail to the following:

Department of Human Services
Hearing Examiner
P.O. Box 45500
Salt Lake City, Utah 84145-0500

*If an individual wishes to continue to receive services during the hearing process, the individual must request the hearing within 10 days of the notice. If the individual loses the hearing, the individual will have to repay the cost of services provided during the hearing process.

Division of Aging and Adult Services

The district mails Form 490-S, Hearing Rights with Form 522, Notice of Decision, whenever an application is denied services or service payments are reduced or terminated. The client must request a hearing in writing within 30 days of effective date of the action being appealed. The request for a hearing must be received within 10 days of the notice if services are to be continued during the hearing process. The request for a hearing must be in writing, and Form 490-S Hearing Rights should be used for this purpose. If a client makes a verbal request for a hearing, the worker must help the client complete Form 490-S.

Medicare

All appeals should be put in writing, which can be a simple hand-written statement.

Part A - Hospital In-patient

Contact: Utah Peer Organization (UPRO) for quality of care and accuracy of billing while in the hospital.

675 East 2100 South, #270
Salt Lake City, Utah 84106
(801) 487-2290

Part B - Out-Patient Hospital

Ambulatory Surgical Services - Contact UPRO at address above. All Other Out-Patient Services, contact:

Blue Cross/Blue Shield of Utah
2455 Parleys Way
P.O. Box 30270
Salt Lake City, Utah 84130-0270
Telephone: (801) 481-6534

Skilled Nursing Facilities (Any denial under Part A or B) - Contact Medicare Part A or Blue Cross and Blue Shield of Utah (address above).

Home Health Agency Services

For information write to:

Blue Cross of Iowa
636 Grand Avenue
Des Moines, Iowa 50309
Telephone: (515) 245-4610

You must include your name and address as it appears on your Medicare card, address including zip code, telephone number including area code, and a specific statement of complaint.

Physician, Medical Supplier or Independent Laboratory

For information contact:

Medicare Part B,
Blue Cross and Blue Shield of Utah
P.O. Box 30270
Salt Lake City, Utah 84130-0270
Telephone: (801) 481-6196

Legal Center for People with Disabilities

If you have exhausted all avenues for appeal and feel you have been treated unjustly contact the Legal Center for People with Disabilities. The address is as follows:

Legal Center for People with Disabilities
455 East 400 South, Suite 201
Salt Lake City, Utah 84111
Telephone: (801) 363-1347 (SLC) or toll free 1-800-662-9080

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Blue Cross/Blue Shield

Agency Name

Blue Cross/Blue Shield of Utah

Contact Person

Personal insurance agent or contact the benefits person at place of employment. Mailing address for customer service and phone numbers for information:

Customer Service
P.O. Box 30270
Salt Lake City, UT 84130

In Utah 1-800-662-9585 or
1-800-624-6519

District office locations and phone numbers:

Main Office (SLC):
2455 Parley's Way
Salt Lake City, UT 84130
(801) 481-6198

Ogden Office:
2393 Washington Blvd.
Ogden, UT 84401
(801) 393-2146

Provo Office:
363 N. University #105
Provo, UT 84601
(801) 375-2090

Eligibility Criteria

Age Served: Varies
Types of Disabilities Served: Varies

Each individual or group insurance policy must be reviewed to determine eligibility criteria.

Financial Criteria

None.

Appeals Process

See individual policies for appeals process. Appeals can be taken to the Insurance Commission.

Unique Considerations

Covered benefits can fluctuate based upon the type of contract covering the individual.

Selected Coverage

Ambulation

- [x] Canes[1]
- [x] Crutches[1]
- [x] Walkers[1]

Environment

- [ ] Air Cleaners
- [ ] Appliance adapters
- [ ] Air Conditioners
- [ ] Home/security alarm
- [ ] Personal alert alarm

Seating & Posturing

- [ ] Wheelchair Cushion
- [ ] Trunk/Head Support
- [ ] Modular Seating
- [ ] Seat Lifts

Bedroom Aids

- [x] Hospital Beds[1]
- [x] • Electric[1]
- [x] • Manual[1]
- [x] Bed Accessories[1]
- [x] • Side Rails[1]
- [x] Transfer Equipment[1]

Communication

- [x] Hearing Aids
- [x] Eye Glasses
- [x] Low Vision Aids
- [x] White Canes
- [x] Communication Devices
- [x] Artificial Larynx

Mobility

- [x] Wheelchairs
- [x] • Manual[1]
- [x] • Power[1]
- [ ] Three-Wheel Scooters
- [x] Transfer[1]
- [ ] Patient Lift

Architecture

- [ ] Ramps
- [ ] Elevator Lifts
- [ ] Home Modifications

Transportation

- [ ] Car Top Carriers
- [ ] Child Restraint Devices
- [ ] Custom Cars & Vans
- [ ] Car Modifications/Accessories

Other Aids

- [ ] Recreational
- [ ] Educational
- [ ] Vocational
- [ ] Aids to Daily Living

Notes & Information

[1]Depends on cost and medical justification.

Division of Services for People with Disabilities

Agency Name

Department of Human Services
Division of Services for People with Disabilities

Contact

Contact your regional or local Human Services office for referral to the appropriate branch location. Regional office locations and phone numbers are as follows:

In Northern Utah: Ogden (801) 626-3300 or Logan (801) 752-2511
In Western Utah: Provo (801) 374-7005 or St. George (801) 673-9691
In Central Utah: Midvale (801) 255-8475
In Eastern Utah: Roosevelt (801) 722-2445

The address for the main Division office is as follows:
120 North 200 West Room 201
Salt Lake City, Utah 84103

Eligibility Criteria

Age Served: All ages
Types of Disabilities Served: Developmental, Mental Retardation, three of seven life areas impaired.

Financial Criteria

Eligible if person is receiving Social Security Insurance (SSI), Medicaid, or Medicare. Person must have no other source of income as declared by the family to purchase the item.

Appeals Process

Appeals process follows Division of Services for People with Disabilities policies.

Unique Considerations

Funding must fall within appropriations.

Selected Coverage

Ambulation

- [ ] Canes
- [ ] Crutches
- [ ] Walkers

Environment

- [ ] Air Cleaners
- [ ] Appliance Adapters
- [ ] Air Conditioners
- [ ] Home/Security Alarm
- [ ] Personal Alert Alarm

Seating & Posturing

- [x] Wheelchair Cushion
- [x] Trunk/Head Support
- [x] Modular Seating
- [x] Seat Lifts

Bedroom Aids

- [ ] Hospital Beds
- [ ] • Electric
- [ ] • Manual
- [ ] Bed Accessories
- [x] • Side Rails
- [x] Transfer Equipment

Communication

- [ ] Hearing Aids
- [ ] Eye Glasses
- [ ] Low Vision Aids
- [ ] White Canes
- [x] Communication Devices
- [ ] Artificial Larynx

Mobility

- [x] Wheelchairs
- [x] • Manual
- [x] • Power
- [x] Three-Wheel Scooters
- [ ] Transfer
- [ ] Patient Lift

Architecture

- [x] Ramps
- [x] Elevator Lifts
- [x] Home Modifications

Transportation

- [ ] Car Top Carriers
- [ ] Child Restraint Devices
- [ ] Custom Cars & Vans
- [x] Car Modifications/Accessories

Other Aids

- [x] Recreational
- [ ] Educational
- [ ] Vocational
- [x] Aids to Daily Living

Notes & Information

All assistive technology services are covered using one-time funds.

Division of Aging and Adult Services

UPDATE

Agency Name

Department of Human Services
Division of Aging and Adult Services

Contact

Area Agencies on Aging listed by County

• Weber, Morgan	625-3657	• Salt Lake	468-2454
• Carbon, Emery, Grand	637-4268	• Daggett, Duchesne	722-4519
• San Juan	587-3225	• Davis	451-3370
• Tooele	882-2870	• Uintah	789-2169
• Summit, Utah, Wasatch	377-2262 or 377-2263	• Box Elder, Cache, Rich	752-7242

• Wayne, Piute, Juab, Sanpete, Millard, Sevier
896-9222 or 896-9226

• Beaver, Garfield, Iron, Kane, Washington
673-3548 (St. George) 676-2281 (Panquitch) 586-2950 (Cedar City)

Office of Social Services listed by Region

• Northern 626-3300 • Central 264-7500
• Western 374-7005 • Eastern 722-2445

Eligibility Criteria

Age Served: Office of Social Services 18 years and older
Area Agencies on Aging 60 years and older
Types of Disabilities Served: Varies

The Division of Aging and Adult Services through the Alternatives Program may provide for technology needs of elderly persons who are within 90 days of nursing home placement.

Financial Criteria

Financial criteria is based on a fee schedule. Income eligibility and need eligibility varies.

Appeals Process

Appeals process follows Division of Aging and Adult Services' policies.

Unique Considerations

The Division uses funding called "Alternatives Money" to buy those devices that will help people stay out of nursing homes.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [x] Air Cleaners
- [x] Appliance Adaptors
- [x] Air Conditioners
- [x] Home/Security Alarm
- [x] Personal Alert Alarm

Seating & Posturing

- [x] Wheelchair Cushion
- [x] Trunk/Head Support
- [x] Modular Seating
- [x] Seat Lifts

Bedroom Aids

- [x] Hospital Beds
  - [x] • Electric
  - [x] • Manual
- [x] Bed Accessories
  - [x] • Side Rails
- [x] Transfer Equipment

Communication

- [x] Hearing Aids
- [x] Eye Glasses
- [x] Low Vision Aids
- [x] White Canes
- [x] Communication Devices
- [x] Artificial Larynx

Mobility

- [x] Wheelchairs
  - [x] • Manual
  - [x] • Power
- [x] Three-Wheel Scooters
- [x] Transfer
- [x] Patient Lift

Architecture

- [x] Ramps
- [x] Elevator Lifts
- [x] Home Modifications

Transportation

- [ ] Car Top Carriers
- [ ] Child Restraint Devices
- [ ] Custom Cars & Vans
- [ ] Car Modifications/Accessories

Other Aids

- [ ] Recreational
- [ ] Educational
- [ ] Vocational
- [x] Aids to Daily Living

Notes & Information

Almost any device can be covered as long as it meets the eligibility criteria for keeping people out of nursing homes or helping to protect individuals from exploitation or abuse.

Utah Easter Seal Society

Agency Name

Easter Seal Society of Utah, Inc.

Contact Person

Director of Assistive Technology
Easter Seal Society of Utah
254 West 4th South, Suite 340
Salt Lake City, Utah 84101

(801) 531-0522
(801) 531-9372 (TDD)

Eligibility Criteria

Age Served: All ages
Types of Disabilities Served: All disabilities

Persons must complete application, which can be obtained from the Easter Seal Society of Utah.

Financial Criteria

Individuals must meet financial eligibility.

Appeals Process

None.

Unique Considerations

An equipment loan program is available.

Also, IBM offers a special program for purchasing IBM computers and specialized software.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [ ] Air Cleaners
- [x] Appliance Adapters[1]
- [ ] Air Conditioners
- [x] Home/Security Alarm[1]
- [x] Personal Alert Alarm[1]

Seating & Posturing

- [x] Wheelchair Cushion
- [x] Trunk/Head Support
- [ ] Modular Seating
- [x] Seat Lifts

Bedroom Aids

- [x] Hospital Beds[2]
  - [x] • Electric[2]
  - [x] • Manual[2]
- [x] Bed Accessories[2]
  - [x] • Side Rails[2]
- [x] Transfer Equipment[2]

Communication

- [ ] Hearing Aids
- [ ] Eye Glasses
- [x] Low Vision Aids[1]
- [x] White Canes[1]
- [x] Communication Devices
- [x] Artificial Larynx[1]

Mobility

- [x] Wheelchairs
  - [x] • Manual
  - [x] • Power
- [x] Three-Wheel Scooters[2]
- [x] Transfer
- [x] Patient Lift

Architecture

- [x] Ramps
- [x] Elevator Lifts
- [x] Home Modifications

Transportation

- [ ] Car Top Carriers
- [x] Child Restraint Devices
- [ ] Custom Cars & Vans
- [x] Car Modifications/Accessories[3]

Other Aids

- [ ] Recreational
- [x] Educational
- [x] Vocational
- [x] Aids to Daily Living

Notes & Information

[1]With prior approval.
[2]Depends on cost and medical justification.
[3]Two aids to age 21 and one after.

Department of Health

Agency Name

Utah Department of Health
Family Health Services Division
Children's Special Health Services

Contact

Main Office (in Salt Lake City) (801) 538-6165
Provo (801) 379-8754
Ogden (801) 626-3645

Address: Children's Special Health Services
P.O. Box 16650
Salt Lake City, Utah 84116

Also, contact your local Health Department.

Eligibility Criteria

Age Served: 0 through 17 years old
Types of Disabilities Served: Physical and Developmental

Persons must have a suspected or identified chronic illness or disability.

Financial Criteria

Services for those who meet financial eligibility criteria are provided at no cost to the client. For others, fees are based on a sliding scale.

Appeals Process

Appeals begins with the Bureau Director and then go to the division director. Any decisions or actions may be appealed at any time to an individual employee, their supervisor, the program director, the bureau director, or up to the division director.

Unique Considerations

The specific need must result from a health-related condition.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [ ] Air Cleaners
- [ ] Appliance Adapters
- [ ] Air Conditioners
- [ ] Home/Security Alarm
- [ ] Personal Alert Alarm

Seating & Posturing

- [x] Wheelchair Cushion[1]
- [x] Trunk/Head Support[1]
- [x] Modular Seating[1]
- [x] Seat Lifts[1]

Bedroom Aids

- [ ] Hospital Beds
  - [ ] • Electric
  - [ ] • Manual
- [ ] Bed Accessories
  - [ ] • Side Rails
- [ ] Transfer Equipment

Communication

- [x] Hearing Aids
- [x] Eye Glasses
- [ ] Low Vision Aids
- [ ] White Canes
- [ ] Communication Devices
- [ ] Artificial Larynx

Mobility

- [x] Wheelchairs[1]
  - [x] • Manual[1,2]
  - [x] • Power[1]
- [x] Three-Wheel Scooters[2]
- [ ] Transfer
- [ ] Patient Lift

Architecture

- [ ] Ramps
- [ ] Elevator Lifts
- [ ] Home Modifications

Transportation

- [ ] Car Top Carriers
- [ ] Child Restraint Devices
- [ ] Custom Cars & Vans
- [ ] Car Modifications/Accessories

Other Aids

- [ ] Recreational
- [ ] Educational
- [ ] Vocational
- [x] Aids to Daily Living[1]

Notes & Information

[1]Only in limited cases.
[2]Some equipment is available for loan.

Independent Living Program Rehabilitation Services

UPDATE

Agency Name

Utah State Office of Rehabilitation
Independent Living Program

Contact

Independent Living Program (801) 538-7548
Utah State Office of Rehabilitation
250 East 500 South
Salt Lake City, Utah 84111

Locations and telephone numbers of Independent Living Centers are as follows:

Logan	(801) 753-5353	Price	(801) 637-4950
St. George	(801) 673-7501	Salt Lake City	(801) 359-2457

Eligibility Criteria

Age Served: All ages
Types of Disabilities Served: All types of severe disabilities

Individuals must have a severe disability that significantly impacts a major life activity. A reasonable expectation that service will significantly increase the individual's independence must exist.

Planning and Service Delivery

Following a determination of eligibility, an Individualized Written Rehabilitation Program (IWRP) is jointly developed between the IL counselor and consumer. Specific services are then outlined, agreed upon, and delivered.

Financial Criteria

There is a financial needs test that is mandated by the State Legislature to determine the extent, if any, the individual would participate in the cost of Vocational Rehabilitation Services. For specific details, call one of the contact numbers listed above.

Appeals Process

Appeals process is listed in this document in the appeals section.

Unique Considerations

Assistive Technology Coordinators can help with selecting, obtaining, and maintaining assistive technology devices and services.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [x] Air Cleaners
- [x] Appliance Adaptors
- [x] Air Conditioners
- [ ] Home/Security Alarm
- [x] Personal Alert Alarm

Seating & Posturing

- [x] Wheelchair Cushion
- [x] Trunk/Head Support
- [x] Modular Seating
- [x] Seat Lifts

Bedroom Aids

- [x] Hospital Beds
  - [x] • Electric
  - [x] • Manual
- [ ] Bed Accessories
  - [x] • Side Rails
- [x] Transfer Equipment

Communication

- [x] Hearing Aids
- [x] Eye Glasses
- [x] Low Vision Aids
- [x] White Canes
- [x] Communication Devices
- [x] Artificial Larynx

Mobility

- [x] Wheelchairs
  - [x] • Manual
  - [x] • Power
- [x] Three-Wheel Scooters
- [x] Transfer
- [x] Patient Lift

Architecture

- [x] Ramps
- [x] Elevator Lifts
- [ ] Home Modifications

Transportation

- [ ] Car Top Carriers
- [x] Child Restraint Devices
- [ ] Custom Cars & Vans
- [x] Car Modifications/Accessories

Other Aids

- [x] Recreational
- [x] Educational
- [x] Vocational
- [x] Aids to Daily Living

Notes & Information

Medicaid

Agency Name

Medicaid

Contact Person

Constituent Service Specialist
120 North 200 West
Salt Lake City, Utah 84103

(801) 538-3989 (In Salt Lake City)
1-800-662-3722

Eligibility Criteria

Age Served: All ages
Types of Disabilities Served: Varies

Individuals and families meeting the following criteria may be eligible for Medicaid: (A) United States resident, (B) Utah resident, and (C) specific income criteria such as categorically or medically needy.

Financial Criteria

Certain poverty income guidelines are established. Some income is excluded when determining eligibility except for pregnant women and children under age 6 with family incomes under 133 percent of poverty. Total countable assets must be under $2,000 for a single person household or under $3,000 for couples. For each additional household member, the asset limit is increased by $25. (Note: There is no asset test for pregnant women and children under age 6 with family income under 133 percent of poverty.)

Appeals Process

"Appeal Rights" papers will be enclosed with results of the original hearing for services. Also, enclosed will be a "Request for Hearing/Action" paper. Contact the Hearing Officer for information on appeals at (801) 538-6157.

Unique Considerations

Medicaid is an entitlement program. To attain eligibility, an individual must fit within at least one of many different Medicaid categorical groupings and meet a variety of financial and nonfinancial requirements.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [ ] Air Cleaners
- [ ] Appliance adapters
- [ ] Air Conditioners
- [ ] Home/Security Alarm
- [ ] Personal Alert Alarm

Seating & Posturing

- [x] Wheelchair Cushion[1]
- [x] Trunk/Head Support
- [ ] Modular Seating
- [ ] Seat Lifts

Bedroom Aids

- [x] Hospital Beds[1]
  - [x] • Electric (only in rare cases)
  - [x] • Manual
- [ ] Bed Accessories
  - [x] • Side Rails
- [ ] Transfer Equipment

Communication

- [x] Hearing Aids[1]
- [x] Eye Glasses[2]
- [ ] Low Vision Aids
- [ ] White Canes
- [ ] Communication Devices
- [ ] Artificial Larynx

Mobility

- [x] Wheelchairs
  - [x] • Manual[1]
  - [ ] • Power
- [ ] Three-Wheel Scooters
- [ ] Transfer
- [x] Patient Lift

Architecture

- [ ] Ramps
- [ ] Elevator Lifts
- [ ] Home Modifications

Transportation

- [x] Car Top Carriers
- [ ] Child Restraint Devices
- [ ] Custom Cars & Vans
- [ ] Car Modifications/Accessories

Other Aids

- [ ] Recreational
- [ ] Educational
- [ ] Vocational
- [ ] Aids to Daily Living

Notes & Information

[1]With Prior Approval
[2]Special Exceptions for Children

Medicare

Agency Name

Medicare

Contact Person

If you are seeking information on new benefits or on benefits you are currently receiving call 1-800-426-3477 (in Salt Lake City call 481-6196). For hospital claims (Medicare Part A), you can dial direct by calling (801)487-6441. If you are a provider, physician, or a supplier call (801)481-6195.

Main Office Address: Medicare
2455 Parley's Way
Salt Lake City, Utah 84130

Eligibility Criteria

Age Served: 65 & older
Types of Disabilities Served: Varies

Contact your local Social Security Office for entitlement before contacting Medicare. Persons either must be 65 or one of the following: (1) eligible for any type of monthly Social Security benefits, (2) the spouse of an insured person entitled to monthly Social Security benefits, or (3) the widow or widower of a retiree or insured worker covered long enough by Social Security at the time of death or a government employee or retiree with enough Medicare qualified government employment. Individuals with developmental disabilities from birth to age 21 also may be eligible.

Financial Criteria

Part A is paid by the payroll taxes employees and employers pay. Part B provides additional coverage and requires an additional premium to be paid.

Appeals Process

Write a simple statement of complaint or dissatisfaction, requesting a review of the claim, and call contact numbers listed above.

Unique Considerations

Contact Social Security administration to apply for benefits about 3 months before age 65. If hospitalized, it is still possible to receive benefits if application is made with 6 months. Part B, the optional portion that must be paid with additional money, may be dropped at any time but can only be acquired during a limited time.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [ ] Air Cleaners
- [ ] Appliance adapters
- [ ] Air Conditioners
- [ ] Home/security alarm
- [ ] Personal alert alarm

Seating & Posturing

- [ ] Wheelchair Cushion
- [ ] Trunk/Head Support
- [ ] Modular Seating
- [x] Seat Lifts

Bedroom Aids

- [x] Hospital Beds
  - [x] • Electric
  - [x] • Manual
- [ ] Bed Accessories
  - [x] • Side Rails
- [ ] Transfer Equipment

Communication

- [ ] Hearing Aids
- [x] Eye Glasses
- [ ] Low Vision Aids
- [ ] White Canes
- [x] Communication Devices
- [x] Artificial Larynx

Mobility

- [x] Wheelchairs
  - [x] • Manual
  - [x] • Power
- [x] Three-Wheel Scooters
- [ ] Transfer
- [ ] Patient Lift

Architecture

- [ ] Ramps
- [ ] Elevator Lifts
- [ ] Home Modifications

Transportation

- [ ] Car Top Carriers
- [ ] Child Restraint Devices
- [ ] Custom Cars & Vans
- [ ] Car Modifications/Accessories

Other Aids

- [ ] Recreational
- [ ] Educational
- [ ] Vocational
- [ ] Aids to Daily Living

Notes & Information

Some of these items are covered only under Part B.

All coverage is based on medical necessity.

Muscular Dystrophy Association

Agency Name

Muscular Dystrophy Association of America, Inc.

Contact Person

Patient Service Coordinator (801) 944-7661

MDA - 1811 East Fort Union Blvd. #100
Salt Lake City, Utah 84121

Eligibility Criteria

Age Served: All ages
Types of Disabilities Served: 40 neuromuscular disorders, including muscular dystrophies, motor neuron diseases, inflammatory myopathies, diseases of the neuromuscular junction, metabolic diseases of muscle, and other myopathies. Myopathies include ALS, spinal muscular atrophies, and Myasthenia Gravis as well as others. Contact the agency for names of other specific disorders served.

Persons must be seen by a Muscular Dystrophy Association clinic physician.

Financial Criteria

Payment scale based on income.

Appeals Process

None.

Unique Considerations

The Muscular Dystrophy Association (MDA) offers a diagnostic clinic free of charge, where if a person is diagnosed with one of the disorders MDA covers, clients can return for free testing and exams. MDA provides leg braces and other orthopedic equipment. It also provides repair and maintenance of orthopedic devices, braces, and wheelchairs.

The MDA offers support for occupational and physical therapy and sponsors a summer camp program for MD patients.

Selected Coverage

Ambulation

- ☐ Canes
- ☐ Crutches
- ☑ Walkers

Environment

- ☐ Air Cleaners
- ☐ Appliance adapters
- ☐ Air Conditioners
- ☐ Home/security alarm
- ☐ Personal alert alarm

Seating & Posturing

- ☑ Wheelchair Cushion[1]
- ☑ Trunk/Head Support
- ☑ Modular Seating
- ☐ Seat Lifts

- ☑ Hospital Beds[1]
- ☑ • Electric
- ☑ • Manual
- ☐ Bed Accessories
- ☑ • Side Rails
- ☐ Transfer Equipment

Communication

- ☐ Hearing Aids[1]
- ☐ Eye Glasses
- ☐ Low Vision Aids
- ☐ White Canes
- ☑ Communication Devices
- ☐ Artificial Larynx

Mobility

- ☑ Wheelchairs[2]
- ☑ • Manual
- ☑ • Power
- ☑ Three-Wheel Scooters
- ☐ Transfer
- ☑ Patient Lift

Architecture

- ☐ Ramps
- ☐ Elevator Lifts
- ☐ Home Modifications

Transportation

- ☐ Car Top Carriers
- ☐ Child Restraint Devices
- ☐ Custom Cars & Vans
- ☐ Car Modifications/Accessories
- ☑ Pay for Gas to go to Appointments

Other Aids

- ☑ Recreational[3]
- ☐ Educational
- ☐ Vocational
- ☑ Aids to Daily Living

Notes & Information

[1]Partially funded
[2]To receive a powerchair, the person must be 11 or older or they must need it for education or employment.
[3]MDA Summer Camp

Special Education

Agency Name

Special Education

Contact Person

Local School District Director of Special Education
or the local school Principal

Eligibility Criteria

Age Served: 3 through 21 years old
Types of Disabilities Served: Those disabilities that affect mobility, communication, and learning.

Eligibility determination and classification of the student must be made by a multidisciplinary team or group of qualified professionals.

Financial Criteria

None.

Appeals Process

Appeals begin with the school principal, next they go to the Director of Special Education, and last they go to the Superintendent.

Unique Considerations

The need must be educationally relevant and must be contained in the student's current Individual Education Program (IEP). Parents may request that assistive technology be considred as part of their child's IEP.

Selected Coverage

Ambulation[1]

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [x] Air Cleaners[2]
- [x] Appliance adapters[2]
- [x] Air Conditioners[2]
- [ ] Home/security alarm
- [x] Personal alert alarm[3]

Seating & Posturing[1]

- [x] Wheelchair Cushion
- [x] Trunk/Head Support
- [x] Modular Seating
- [x] Seat Lifts

Bedroom Aids

- [ ] Hospital Beds
- [x] • Electric[4]
- [x] • Manual[4]
- [ ] Bed Accessories
- [x] • Side Rails[4]
- [x] Transfer Equipment[4]

Communication[5]

- [x] Hearing Aids
- [x] Eye Glasses
- [x] Low Vision Aids
- [x] White Canes
- [x] Communication Devices
- [x] Artificial Larynx

Mobility[1]

- [x] Wheelchairs
- [x] • Manual
- [x] • Power
- [x] Three-Wheel Scooters
- [x] Transfer
- [x] Patient Lift

Architecture[1]

- [x] Ramps
- [x] Elevator Lifts
- [ ] Home Modifications

Transportation

- [ ] Car Top Carriers
- [x] Child Restraint Devices
- [x] Custom Cars & Vans
- [x] Car Modifications/Accessories

Other Aids

- [x] Recreational
- [x] Educational
- [x] Vocational
- [x] Aids to Daily Living

Notes & Information

[1]For School use only.
[2]Teaching use only (at school).
[3]Shared costs with social services.
[4]Available at special schools only.
[5]Communication devices are purchased and sold at cost to parents.

United Cerebral Palsy Association

Agency Name

United Cerebral Palsy Association of Utah, Inc.

Contact Person

Executive Director or Administrative Secretary (801) 944-8965
United Cerebral Palsy Association of Utah
P.O. Box 21586
Salt Lake City, Utah 84121-0586

Eligibility Criteria

Age Served: All ages
Types of Disabilities Served: Cerebral Palsy and similar physical disabilities

Persons must have primary diagnosis of Cerebral Palsy and similar physical disabilities.

Financial Criteria

Financial criteria is contingent on program offered.

Appeals Process

None.

Unique Considerations

A formal professional evaluation of the device is requested.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [ ] Air Cleaners
- [x] Appliance adapters
- [ ] Air Conditioners
- [ ] Home/security alarm
- [ ] Personal alert alarm

Seating & Posturing

- [x] Wheelchair Cushion
- [x] Trunk/Head Support
- [x] Modular Seating
- [ ] Seat Lifts

Bedroom Aids

- [ ] Hospital Beds
  - [ ] • Electric
  - [ ] • Manual
- [ ] Bed Accessories
  - [x] • Side Rails
- [x] Transfer Equipment

Communication

- [ ] Hearing Aids
- [ ] Eye Glasses
- [ ] Low Vision Aids
- [ ] White Canes
- [x] Communication Devices
- [ ] Artificial Larynx

Mobility

- [x] Wheelchairs
  - [x] • Manual
  - [x] • Power
- [x] Three-Wheel Scooters
- [ ] Transfer
- [ ] Patient Lift

Architecture

- [ ] Ramps
- [ ] Elevator Lifts
- [ ] Home Modifications

Transportation

- [ ] Car Top Carriers
- [ ] Child Restraint Devices
- [ ] Custom Cars & Vans
- [ ] Car Modifications/Accessories

Other Aids

- [ ] Recreational
- [ ] Educational
- [ ] Vocational
- [x] Aids to Daily Living

Notes & Information

Vocational Rehabilitation Services

Agency Name

Utah State Office of Rehabilitation
Division of Rehabilitation Services
Division of Services for the Visually Handicapped

Contact

Utah State Office of Rehabilitation (801) 538-7530
250 East 500 South
Salt Lake City, Utah 84111

Northern Utah	(801) 621-4672	Eastern Utah	(801) 637-7734
Salt Lake Downtown	(801) 533-5165	Southern Utah	(801) 586-9995
Central Salt Lake	(801) 533-5975	Provo	(801) 374-7724
South Salt Lake	(801) 533-5291	Ogden	(801) 399-9231
Division of Services for the Visually Handicapped			(801) 533-9393

Eligibility Criteria

Age Served: Generally of Employable Age
Types of Disabilities Served: All types

The presence of a physical or mental disability that constitutes or results in a substantial handicap to employment and a reasonable expectation that a person will benefit from Vocational Rehabilitation services must exist.

Planning and Service Delivery

Following a determination of eligibility, an Individualized Written Rehabilitation Program (IWRP) is jointly developed between the VR counselor and consumer. Goals and objectives are formulated using data from evaluations of rehabilitation potential. Specific services are then outlined, agreed upon, and delivered.

Financial Criteria

There is a financial needs test that is mandated by the State Legislature to determine the extent, if any, the individual would participate in the cost of Vocational Rehabilitation Services. For specific details, call one of the contact numbers listed above.

Appeals Process

Appeals process is listed in this document in the appeals section.

Unique Considerations

Agency does not discriminate based on age, but the disability must be vocationally handicapping, which means service usually is provided to people of employable age.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers

Environment

- [x] Air Cleaners
- [x] Appliance adaptors
- [x] Air Conditioners
- [x] Home/security alarm
- [x] Personal alert alarm

Seating & Posturing

- [x] Wheelchair Cushion
- [x] Trunk/Head Support
- [x] Modular Seating
- [x] Seat Lifts

Bedroom Aids

- [x] Hospital Beds
- [x] • Electric
- [x] • Manual
- [x] Bed Accessories
- [x] • Side Rails
- [x] Transfer Equipment

Communication

- [x] Hearing Aids
- [x] Eye Glasses
- [x] Low Vision Aids
- [x] White Canes
- [x] Communication Devices
- [ ] Artificial Larynx

Mobility

- [x] Wheelchairs
- [x] • Manual
- [x] • Power
- [x] Three-Wheel Scooters
- [x] Transfer
- [x] Patient Lift

Architecture

- [x] Ramps
- [x] Elevator Lifts
- [x] Home Modifications

Transportation

- [x] Car Top Carriers
- [x] Child Restraint Devices
- [ ] Custom Cars & Vans
- [x] Car/Van Modifications/Accessories

Other Aids

- [ ] Recreational
- [x] Educational
- [x] Vocational
- [x] Aids to Daily Living

Notes & Information

All coverage except ambulation must receive prior approval.

Industrial Commission of Utah

Agency Name

Industrial Commission of Utah
(Workers' Compensation)

Contact Person

For general information, contact the employer, the Insurance Company, or the Industrial Commission (801) 530-6800. For specific claims information, write to Workers' Compensation at the following address:

Workers' Compensation
560 South 300 East
Salt Lake City, Utah 84111

Eligibility Criteria

Age Served: No limitation
Types of Disabilities Served: Varies

The disability must be causally related to a work-related injury or occupational disease. Some benefits are subject to statutes of limitation.

Financial Criteria

Plan pays all reasonable medical expenses necessary to treat a job-related injury or occupational disease. Compensation for lost wages is also available, subject to maximum amounts and time limitations.

Appeals Process

Appeals process goes through the Industrial Commission of Utah (801) 538-6800.

Unique Considerations

Benefits are paid by employer's insurance carrier. Disputes over eligibility are handled by the Industrial Commission, which also regulates and administers the system.

Employers are required by law to keep this insurance in force for the benefit of the employees.

Selected Coverage

Ambulation

- [x] Canes
- [x] Crutches
- [x] Walkers[1]

Environment

- [x] Air Cleaners[1, 2]
- [x] Appliance adapters[1, 2]
- [x] Air Conditioners[1, 2]
- [ ] Home/security alarm
- [ ] Personal alert alarm

Seating & Posturing

- [x] Wheelchair Cushion
- [x] Trunk/Head Support
- [x] Modular Seating
- [x] Seat Lifts

Bedroom Aids

- [x] Hospital Beds[1]
  - [x] • Electric[1]
  - [x] • Manual[1]
- [x] Bed Accessories[1]
  - [x] • Side Rails[1]
- [x] Transfer Equipment[1]

Communication

- [x] Hearing Aids[1, 2]
- [x] Eye Glasses[1]
- [x] Low Vision Aids[1]
- [x] White Canes[1]
- [x] Communication Devices[1]
- [x] Artificial Larynx[1]

Mobility

- [x] Wheelchairs
  - [x] • Manual
  - [x] • Power
- [x] Three-Wheel Scooters[1, 2]
- [ ] Transfer
- [x] Patient Lift[1]

Architecture

- [x] Ramps[1, 2]
- [x] Elevator Lifts[1, 2]
- [x] Home Modifications[1, 2]

Transportation

- [ ] Car Top Carriers
- [ ] Child Restraint Devices
- [x] Custom Cars & Vans[1, 2]
- [x] Car Modifications/Accessories[2]

Other Aids

- [ ] Recreational
- [ ] Educational
- [x] Vocational[2]
- [x] Aids to Daily Living[2]

Notes & Information

[1]Only in rare cases.
[2]With prior approval.

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